System and method for skill management of knowledge workers in a software industry

Abstract

Workforce management enables enterprises to obtain best return on investment on workforce. Human capital forms a major investment in software services companies and effective management of these human resources has a greater impact on the overall profitability of such companies. Manual approaches for workforce management may lead to less optimal utilization of resources. A system for skill management of knowledge workers involves (a) obtaining the skills of a resource on joining; and (b) tracking the skill enhancements and additional skills acquired by the resource subsequently. The factors that largely affect the skills of a resource are qualification of the resource, trainings undergone by the resource, and projects executed by the resource. These aspects are represented using a common dictionary describing software development processes and relevant domains. Such a representation and an up-to-date skill information enables a near-optimal allocation of right resources to meet the requirements of new projects. An overall network based skill management system comprising a plurality of interconnected local skill management systems with a central skill manager helps in achieving a near-optimal utilization of resources distributed geographically.